



Conducting Observations and Giving Specific Feedback

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ADMINISTRATION FOR
CHILDREN & FAMILIES

FYSB Family & Youth
Services Bureau

Adolescent Pregnancy
Prevention Program

Objectives

- Select ways to obtain observational information
- Describe what is important to look for when conducting observations
- Give specific feedback about program delivery that is balanced, supportive, and constructive

Ways To Obtain Observational Information



Best Practices When Conducting Observations

Preparation

1. Remember the purpose of your observation.
2. Decide how you will capture the data.
3. Observe unannounced.
4. Observe frequently.

Best Practices When Conducting Observations

Observational Period

5. Maintain positive-to-neutral composure and body language.
6. Assess fidelity to the curriculum, delivery, and engagement with participants.
7. Use an observation form.
8. Bring a copy of the curriculum.

Best Practices When Conducting Observations

After Observation

9. Save constructive feedback for a later discussion.
10. Thank the facilitator.
11. Share data availability information with the facilitator.

Activity

Discuss:

1. How similar or different are these observation best practices from what you are currently doing?
2. What best practices can you incorporate?
3. What is the first step needed to do this?
4. Record the first step on My Personal Takeaways handout.



What to Look For When Conducting Observations

- Fidelity
- Delivery
- Unexpected occurrences



Giving Specific Feedback

- Balanced
- Supportive
- Constructive



Activity

1. As the role-play is being acted out, listen for each of the best practices.
2. Use the Coaching Feedback Checklist to identify the best practices the coach used when giving feedback. Mark an X next to each best practice the coach used.

Purpose

- Teach
- Improve program delivery
- Learn

Take-Home Points

- Select ways to best obtain observational information.
- Look for curriculum fidelity, delivery, and unexpected occurrences.

Take-Home Points (Cont.)

- Give specific feedback about program delivery that is balanced and supportive.
- Incorporate observations and supportive feedback to promote a culture of CQI and develop a community of practice among your program delivery staff.



QUESTIONS?

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